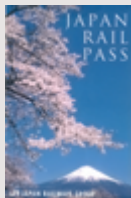


# USER GUIDE



HOW TO BOOK A SEAT & BOARD MY TRAIN



HOW TO CANCEL MY JR PASS



JR PASS VALIDITY



JAPAN MAP



JR OFFICES & OPENING TIMES



Founded in 1981, Japan Experience is a Japan specialist Travel Company. Our team of 30 persons in London, Los Angeles, Paris, Berlin, Tokyo and Kyoto are passionate about Japan and would be happy to discuss your trip.

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Berlin + 49 (0) 30 311 99 701  
Los Angeles + 1 800 835 6135  
Kyoto +81 (0) 75 752 3518

## JR OFFICES & OPENING TIMES

STATION	OFFICE	OPENING HOURS	
		Mon-Fri.	Sat, Sun & Hols
Narita Airport Terminal 1	JR EAST Travel Service Center Ticket Office Travel Center	8:15-19:00 6:30-8:15, 20:00-21:45 8:00-20:00	
Narita Airport Terminal 2	JR EAST Travel Service Center Ticket Office	8:15-20:00 6:30-8:15, 20:00-21:45	
Haneda International Airport	JR EAST Travel Service Center (Tokyo Monorail 2F Ticket Gate/Arrival Lobby)	6:45-18:30	
Tokyo	JR EAST Travel Service Center (Marunouchi North) JR CENTRAL Ticket Office (Yaesu Central) JR Tokai Tours Tokyo Office	7:30-20:30 7:30-20:30 10:00-18:00	
Tokyo Ueno	Information Center (Central Ticket Gate)	9:00-19:00	
Tokyo Shinjuku	Information Center (New South Ticket Gate) Information Center (East Ticket Gate)	8:00-19:00 9:00-19:00	
Tokyo Shibuya	Information Center (South) JR EAST Travel Service Center (From Sun., December 3, 2017)	10:00-18:30 10:00-18:30	
Tokyo Ikebukuro	Information Center (Central Passage)	9:00-18:00	
Kyoto	JR EAST Travel Service Center Ticket Office JR Tokai Tours Kyoto Office JR Tokai Tours Kyoto Station Shinkansen Central Entrance	5:30-23:00 8:30-23:00 8:30-19:00 11:30-19:00   11:30-18:00	
Nagoya	JAPAN RAIL PASS Exchange Office Ticket Office JR Tokai Tours Nagoya Office JR Tokai Tours Nagoya Station Hirokoji Entrance Office	10:00-19:00 6:00-10:00, 19:00-23:00 9:00-19:30 11:00-19:00   11:00-18:00	
Osaka	Ticket Office (Central NO.12,13) Nippon Travel Agency TiS Osaka Branch (Travel Service Center OSAKA)	5:30-23:00 8:00-20:00	
Shin-Osaka	Ticket Office (JR-WEST East) Ticket Office (JR-CENTRAL Central) JR-WEST Travel Corner JR Tokai Tours Shin-Osaka Office	5:30-23:30 5:30-23:00 9:00-20:00 8:00-20:30   9:00-18:00	
Sapporo	JR Information Desk Travel Service Center (East) Travel Service Center (South)	8:30-19:00 10:00-19:30   10:00-18:00 10:00-20:00	
Shinagawa	Information Center (Central Ticket Gate) JR-CENTRAL Ticket Office JR Tokai Tours Shinagawa Office	9:00-19:00 9:00-19:00 11:00-19:00   11:00-18:00	
Kansai Airport	Ticket Office	05:30-23:00	

For more exchange offices, see our page:  
[www.japan-rail-pass.com/common-questions/where-to-activate-japan-rail-pass](http://www.japan-rail-pass.com/common-questions/where-to-activate-japan-rail-pass)

# HOW TO BOOK A SEAT & BOARD MY TRAIN

## 1 ► DO ALL TRAINS HAVE RESERVED SEATS?

All Shinkansen trains have cars dedicated to **reserved seats** (shitei-seki), and others dedicated to **unreserved seats** (jiyu-seki).

Most local trains don't have reserved seats, whereas other trains like the Narita Express only have reserved seats.

## 2 ► SHOULD I RESERVE MY SEAT?

If you are not catching your Shinkansen during peak hours (7 a.m. to 9 a.m. and 6 p.m. to 8 p.m.) or during bank holidays, **you do not need to book your seat** and you can use any non-reserved seat by showing your Japan Rail Pass.

**The Shinkansen trains run very frequently** (every 30 minutes), particularly on the Tokaido line between Tokyo and Kyoto, so **you don't have to worry about booking**.

## 3 ► HOW CAN I RESERVE A SEAT?

You can do so **without additional charges**.

Before catching your train, go into a **booking office** at the train station (**midori no madoguchi**) and show your Japan Rail Pass.

## 4 ► HOW TO BOARD MY TRAIN?

As the Japan Rail Pass is not a traditional ticket, you **cannot go through the automatic gates**.

Instead, just **show your pass** to the staff in the glass booth next to the gates.

# HOW TO CANCEL MY JR PASS

## 1 ► WHEN CAN I CANCEL MY JR PASS?

**If your voucher has not been exchanged**, your Japan Rail Pass can be refunded within a year from the date of purchase.

## 2 ► IS THERE A CANCELLATION FEE?

Yes there is a cancellation fee of 15% (excluding shipping charges). Please note that if your voucher has already been exchanged for the Japan Rail Pass and / or you have already used it to take the train, a refund will no longer be possible.

## 3 ► HOW DO I GET A REFUND?

In order to get your Japan Rail Pass refunded, you need to send your **unused voucher** to one of the offices below (preferably by registered mail or any secured courier way such as FedEx). Once we receive your voucher, you will be reimbursed on the credit card used for the transaction (minus the cancellation fee), and you will receive an email confirming the refund.

### Please note:



This logo represents the **Green Car**, the equivalent of our 1<sup>st</sup> class, on all Shinkansen and certain fast lines. Unless you have a **Green Pass**, you will not have access to it without paying additional charges.

- Japan Experience, 30 rue Sainte Anne, 75001 Paris, FRANCE
- Japan Experience, Golden House, 30 Bloomsbury Street, London, WC1B 3QJ, UK
- Japan Experience, Oranienstr. 58a, 10969 Berlin U8 Moritzplatz DEUTSCHLAND
- Japan Experience 100 W Broadway, Suite 3000 Long Beach, CA 90802 USA

## 4 ► WHAT CAN I DO IF I LOSE MY JR PASS?

**You have lost your voucher (before exchanging it):** You have to buy a new Japan Rail Pass. We will refund you the lost voucher 4 months after the issue date, after we have checked with the Japan Railway Company that the voucher has never been used. Cancellation fee may apply.

**You have lost your JR Pass (after exchanging it):** You will have to buy a new pass as the Japan Rail Pass cannot be reissued nor refunded once exchanged.

For more information, see our page: [www.japan-rail-pass.com/common-questions](http://www.japan-rail-pass.com/common-questions)

## JR PASS VALIDITY

With a national Japan Rail Pass, you can use all the trains on the **JR railway network** including JR Kyushu, JR Shikoku, JR West, JR Center, JR East and JR Hokkaido. Of course, you will have access to local and express trains but also to the fast bullet trains, 'Shinkansen', that connect most of the major cities in Japan.



### The JR Pass is also valid for:

In addition to the train, you will have access to other means of transportation with your Japan Rail Pass:



JR Miyajima Ferry (please note that the JR Hakata-Pusan ferry to Korea is not included)



Tokyo Monorail connecting Haneda Airport to Hamamatsucho Station



Local JR Buses on a limited number of routes

Please carefully read the following list in order to know which transportation systems are not included in the Japan Rail Pass.



### The JR Pass is not valid for:

**- Private Rail Lines:** For non-JR rail lines, for instance Odakyu trains or Kintetsu trains, you will have to buy regular train tickets.

**- Super Express only Shinkansen:** You will not have access to the 'Nozomi' and 'Mizuho' Shinkansen. Instead you will be able to take other Shinkansen trains that serve the same routes even if they take a little longer.

**- In cities:** The Japan Rail Pass does not allow you to ride on subways or trams within cities. However, most big cities have a few JR lines that you can use to go around (Osaka Loop or Kanjo line, Tokyo Yamanote line, etc...)

**- Others:** It is possible to take a night train with the Japan Rail Pass but the ticket is not valid for the sleeper cars, private cars in night trains, and special compartments for which you will have to pay an extra fee.



### Please note:

If, during your journey, your JR train uses another company's tracks, and even if you hold a pass, you will have to pay a supplement. Payment can be made before boarding the train or on board.

# JAPAN MAP

